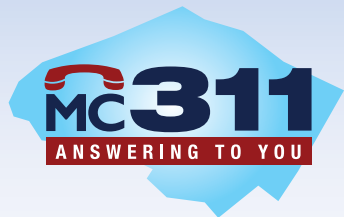


Need to Reach Us?



MCDOT'S CUSTOMER SERVICE



www.montgomerycountymd.gov/311
301-251-4850 TTY

Outside of Montgomery County
call 240-777-0311

MCDOT'S ADDRESS

Department of Transportation
101 Monroe Street, 10th Floor
Rockville, Maryland 20850-2540
www.montgomerycountymd.gov/mcdot

Order more copies of this guide by calling 240-777-7155.

大量索取這份指南請電洽240-777-7155.

Ordene más copias de esta guía llamando al 240-777-7155.

Cần thêm bản hướng dẫn này xin gọi 240-777-7155.



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Effective 5/7/12

Montgomery County, Maryland
Department of Transportation

Isiah Leggett
County Executive



Arthur Holmes, Jr.
Director

Residents' Guide to Services



REAL TIME

Montgomery County Transit

The Division of Transit Services has launched **Ride On Real Time**, a new system that allows passengers to obtain real-time information on bus arrivals using the internet, texting, a smart phone or mobile applications (apps) for iPhone and Android phones. The new tools help passengers determine when the next arriving bus will be at their stop.

RideOnRealTime.com



Office of the Director



E-mail us at: mcdot.director@montgomerycountymd.gov

Call 240-777-7170 about:

- Community Outreach Programs
- Director's Office Issues
- Impact Tax & Development Approval Payments
- Master/Sector Plan Review & Analysis
- METRO & MARC Rail Oversight
- Regional Transportation Project Coordination
- State Transportation Project Coordination

Call 240-777-7155 about or e-mail us at:
mcdot.outreach@montgomerycountymd.gov

- Adopt A Road
- Beautification Grants
- Graffiti Removal
- Keep Montgomery County Beautiful Programs
- Pedestrian Safety Coordination
- Storm Drain Marking

Transit Services



Call **MC311** about:

- Compliments/Complaints on Bus Service
- Ride On Schedules, Scheduling Accessible Bus
- Operation of Transit Systems: Ride On, Metrobus, Metrorail
- Bus Shelter and Stop issues
- New Service, Routes, Passenger Amenities (shelters, benches, pads, etc.)

Call 240-773-BWTW (2989) about:

- Employer Outreach & Transit Subsidy Programs
- Keep Montgomery County Moving Committee

Call 240-773-TRIPs (8747) about:

- Silver Spring TRIPs Commuter Store
- Friendship Heights TRIPs Commuter Store
- General commuting information

Call **MC311** about:

- Taxicab Licensing & Regulation
- Taxicab Service & Performance

Call **MC311** about:

- Hiring and Training of Bus Operators
- Call 'N Ride
- Other human services special transportation programs (formerly "Paratransit" programs)
- Transportation for Seniors & People with Disabilities

Call 240-777-5890 about:

- Medicaid Transportation



Transportation Engineering



E-mail us at: mcdot.dte.planning@montgomerycountymd.gov

Call 240-777-7270 about:

- ADA Ramps
- Sidewalks

Call 240-777-7244 about:

- Bikeways

Call 240-777-7223 about:

- Bridges
- Public Roads and Highways
- Storm Drains
- Transit Facilities

Call 240-773-3410 about:

- Abandonments of Right-of-Way
- Disposition of Public Property
- Permanent Closures of Public Roads
- Property Acquisition

Call 240-777-7210 about:

- Road Construction

Highway Services



E-mail us at: mcdot.highway@montgomerycountymd.gov

Call  about:

- Leaf Vacuum Collection
- Maintenance of Trees in the County Right-of-Way
- Potholes
- Roadway Resurfacing & Paving
- Scheduled Mowing of County Rights-of-Way
- Shoulder Maintenance
- Sidewalk, Curb, or Gutter Repair & Replacement
- Snow Removal/Ice Treatment
- Storm Drainage Operation & Maintenance

Parking Management



E-mail us at: mcdot.parking@montgomerycountymd.gov

Call 240-777-8744 (Silver Spring Store) or 240-777-8770 (Bethesda Store) about:

- Purchase of Parking Permits (monthly & residential)
- Cash Key (convenient meter payment method)

Call 240-453-0113 about:

- Parking Meters/Maintenance
- Parking Enforcement & Tickets
- Court Hearings & Appeals

Call  about:

- Parking Garage or Lot Maintenance
- Parking Policies, Studies, New Facilities Planning
- Parking Lot Districts & PLD Tax

Traffic Engineering



E-mail us at: mcdot.trafficops@montgomerycountymd.gov

Call  about:

- Lane Markings & Crosswalk Striping
- Residential Parking
- Speed Humps & Other Traffic Calming Measures
- Streetlights
- Subdivision Development Plan Review
- Traffic Mitigation Agreement Reviews
- Traffic Signals
- Traffic Signs & Street Name Signs

Call 240-777-2190 about:

- Administrative matters for the division

Who Has Jurisdiction?

MCDOT may or may not maintain a certain aspect of a road depending on whose road it is or what agreements have been reached. This chart provides a general rule of thumb for jurisdictional responsibilities. There are many exceptions! If your issue appears to be a County responsibility, contact the specific office using the numbers in this guide. If your issue appears to be a State responsibility, contact the Maryland State Highway Administration (**MSHA**) at **301-513-7300** or **1-800-749-0737**.

HOW TO TELL THE ROAD TYPE	
OTHER ROAD TYPES: US OR INTERSTATE.....	
ROAD MAINTENANCE (CURB-TO-CURB).....	
SIGNS.....	
TRAFFIC SIGNALS.....	
SIDEWALK MAINTENANCE	
SIDEWALK CONSTRUCTION	
TREES BETWEEN SIDEWALK & ROAD OR ADJACENT TO ROAD.....	
RIGHT-OF-WAY MAINTENANCE (GRASS) BETWEEN SIDEWALK AND ROAD	
MEDIAN MAINTENANCE	



STATE ROAD (MSHA)

State road has a route number posted	
MSHA	
MSHA	
MSHA	
County first evaluates. Any recommended changes are MSHA's responsibility.....	
In general, County responsibility	
In general, County responsibility	
MSHA	
Adjoining property owner's responsibility	
MSHA	



COUNTY ROAD (MCDOT)

County road has only a street name posted	
Highway Services	
Traffic Engineering	
Traffic Engineering	
Highway Services	
Transportation Engineering	
Highway Services	
Adjoining property owner's responsibility	
Highway Services	